

Retail Market Reviews

Broadband and Business Connectivity

Q1 2025 to Q4 2025

Stage 1 -Preliminary work

Commence market data collection from operators to support review of the Broadband and Business Connectivity markets.

Complete tender process for qualitative and quantitative data collection to understand demand side issues and experiences

Q1 - Q3 2025

Stage 2 -Market analysis

Complete data collection from operators.

Undertake quantitative surveys in both markets supported by focus groups with broadband customers and 1:2:1 meetings with businesses.

Q2 2025 - Q3 2025

Stage 3 - Draft decision

Complete quantitative and qualitative research and publish Draft Decision on retail market reviews for Broadband and Business Connectivity.

Q4 2025